

Senior Officer, Card Operations

Description

WeLab Bank is an energetic and passionate team that can deliver and execute. We are looking for other intellectually curious, open-minded and smart-working individuals who are just as passionate as we are about making financial services enjoyable. Now you have the opportunity to join us on our journey to achieve our vision and be part of building a better financial future for everyone.

About You

- You're a go-getter with mad juggling skills (or multiple hats) who can thrive in a fast-paced, agile environment
- You have a strong thirst for knowledge and are driven to find solutions that don't exist yet
- You are comfortable with ambiguity and extremely resourceful (in your past life you could've been a detective)
- You always find a way to get things done without sacrificing the quality of your work, integrity and values. No task is off limits for you.
- You are humble and prioritize the success of the team over your own with an eagerness to help those around you
- You don't shy away from challenges and have the ability to bounce back from setbacks

Responsibilities

- Responsible for end-to-end card operations processes, including but not limited to GL booking, exception case handling, fee collections & reconciliation
- Handle card dispute case and closely monitor the dispute status
- Take part in card transactions monitoring and follow-up suspicious transactions
- Prepare regular management report on card fraud trend
- Conduct UAT / pilot testing for system enhancement & migration
- Ensure daily activities are completed within SLA
- Ensure bank's policies and procedures comply with regulatory requirements
- Make suggestions to section head for improving productivity and effectiveness
- Maintain a good relationship with Customer Service Center, Service Providers and Product Team

Qualifications

- Minimum 3 year experience in card operations
- Knowledge with MasterCard DI preferred
- Degree holder preferred
- Experience in card anti-fraud is an advantage
- Able to handle multi-tasks independently
- Possess strong analytical and investigation skills
- Excellent interpersonal and communications skills

Hiring organization

WeLab Bank

Welcome to modern banking, created for our century. Join us as we use the latest big data and technology to solve your banking pain points.

Behind WeLab Bank is WeLab Group – a team with proven success in democratizing finance. Together, we leverage decades of experience in banking, fintech, wealth and risk management. We're thrilled to be backed by some of the world's top investors, including CK Hutchison's TOM Group, International Finance Corporation and Sequoia Capital.

WeLab Bank is a virtual bank licensed by the Hong Kong Monetary Authority.

Employment Type

Full-time

Job Location

Hong Kong, Hong Kong SAR

Date posted

August 8, 2022

APPLY

- Good command of both verbal and written English and Chinese